



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. RSW920000026US1

#9

INVENTORS: Carl T. Anderson, Gregory F. Bush,
Michael Faoro, Susan E. Kahler, Alberta Lee,
Janet L. Leskovec, Susan E. Liles,
Lynn Percival and Keith A. Wells

APPLICATION NO. 09/592,387

FILED: June 12, 2000

CASE NO. RSW920000026US1

TITLE: USER ASSISTANCE SYSTEM

Examiner: T. Chuong
Group Art Unit: 2174

CERTIFICATE OF MAILING

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, MAIL STOP RCE, P.O. Box 1450, Alexandria, VA 22313-1450, on March 5, 2004..

March 5, 2004
Date

Lynn M. White
Lynn M. White

Commissioner or Patents
MAIL STOP RCE
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

MAR 12 2004

Petition for Extension of Time Under 37 CFR 1.136(a) Technology Center 2100

Sir:

It is hereby requested that the term to respond to the Examiner's Action of November 5, 2003 be extended one month, from February 5, 2004 to March 5, 2004.

The Commissioner is hereby authorized to charge the RCE filing fee and extension fee associated with this communication to Deposit Account No. 09-0461. A duplicate of this letter is attached.

Respectfully submitted,

Mark D. Simpson

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